USER GUIDE













DEAR CUSTOMER,

Congratulations on buying your SAGEMCOM telephone and thank you for placing your confidence in us. This device has been manufactured with the utmost care. If you should have difficulties in operating it, we recommend that you consult this user manual.

You can also find information on the following site:

http://www.sagemcom.com

To operate the device safely and easily, please read the section carefully "Recommendations and safety instructions", page 4.



Le marquage CE atteste de la conformité du produit aux exigences essentielles de la directive 1999 / 5 / CE du Parlement et du Conseil Européen concernant les équipements hertziens et les équipements terminaux de télécommunication. The declaration of compliance may be looked up on the **www.sagemcom.com** website section "support" or can be obtained from the following address :

Sagemcom Broadband SAS

250, route de l'Empereur - 92848 Rueil-Malmaison Cedex - France

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RECOMMENDATIONS AND SAFETY INSTRUCTIONS



Do not install your DECT telephone in a damp environment, such as a bathroom, washroom, kitchen etc, and not within 1.50 metres of a source of water or outside. This device is designed for use in temperatures of between 5 °C and 35 °C.



Do not attempt to remove screws or open the appliance. It does not contain any user-replaceable parts.



This device is designed to be used for connecting to the public telephone network. If problems should arise, contact your nearest specialist dealer. Only use the telephone cable supplied.



In regions greatly affected by electrical storms we recommend that you protect your telephone circuit with a special fixture for excess voltage.



Your C120 ECO has anti-skid pads that should leave no traces on your furniture and ensure stability. However, given the the wide variety of finishes used by furniture manufacturers, traces may appear on surfaces in contact with the parts of your C120 ECO. Sagemcom Broadband SAS decline all responsibility in any such cases of damage.



YOUR PACK

Make sure that the box contains the following items : one base, un combiné muni d'un câble en spirale, one equipped power adapter and this user guide.

YOUR PHONE



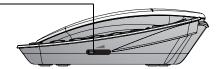
Your C120 ECO hands-free is one of the first hands-free land line telephones with a screen that works through your telephone line alone. It works without any external power supply, and without batteries, making it an ECO device.

The C120 ECO is a very functional phone specially designed for business needs.

It has several shortcut keys and an LCD display with 3 lines controlled by softkeys. It also has many features related to the services provided by your operator.

This guide allows you to make full use of all the features provided by the C120 ECO as part of the services provided by your operator.

Speaker volume cursor



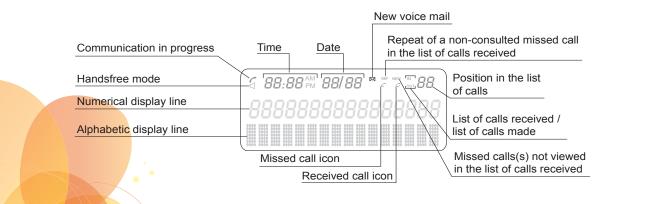


TOUCH KEYPAD

Key	Function	Key	Function
•	Scroll up /Go to the menu list	4))	Dial the number displayed on the screen/ Enable the speakerphone function
•	Browse down / Go to the menu list	R	Managing multiple calls
OK	Access a menu / Validate the selection		call the last number dialled / Insert a pause
\bigcirc	Delete an entry / Return to the previous menu	(X)	Enable/disable the MUTE function during the call
M+	Store a number in the telephone memory	(II)	Access phonebook
M1 , M2	Automatically dial a stored phone number		To adjust the loudspeaker volume
Mn	Consult a number in the memory / Call a number memorised in one of the dialling keys (0 and 2-9)		

LED	Funktionen
0	Line in use indicator : Shows that the line is being used
+4,/00	New event indicator : Indicates non-consulted missed calls and voice messages

DESCRIPTIONS OF ICONS



INITIAL INSTALLATION



The C120 ECO telephone is designed to be connect to a SINGLE telephone line before use.

GETTING STARTED WITH THE TELEPHONE

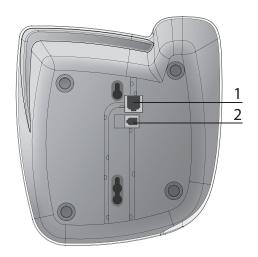


On the underside of the base, click the phone jack into its socket and connect the other end of the cord to the telephone wall outlet.

- Click the spiral cord of the telephone set into its socket (2) under the base
- Click the end of the cord into its socket (1) and plug the other end into the wall socket. The telephone display will come on 1 minute after connection and you can use your phone in the normal way.



The C120 Eco is self-powered, needing no batteries and just 1 minute of connection to the telephone socket before use.



Adjustments to make before use

After installing your telephone, adjust the time and the contrast (if necessary). It is important to make these adjustments before using your telephone.

Modifying the telephone langue

Default language is «French».

- Press OK .
- Press 2 times A key, Réglages tél (Phone setting) appears on the screen.
- Press OK .
- Choix langue (Set language) appears on the screen.
- Press OK .
- · A liste of language is dislayed.
- Using the ▲ or ▼ keys, select the telephone's language.
- Press . OK

Refer to paragraph "Modifying the flash duration (Key «R») ", page 21, to set the flash duration.

Refer to paragraph "Modifying the date and time ", page 20, to set the date and time of the telephone.

If you cannot see the screen display, Refer paragraph "Adjusting the contrast", page 20.

BROWSING THROUGH THE MENUS



To access the menu list, press OK.

Use the browsing keys ▲ or ▼ to select the desired menu. Press ○ key to confirm your selection.

Select the desired function by pressing the browsing keys

- To return to the previous menu, press .
- To save the settings, press OK.

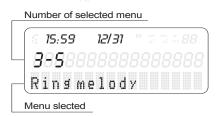


To return to the welcome screen, press and hold down the key ____.

Example:

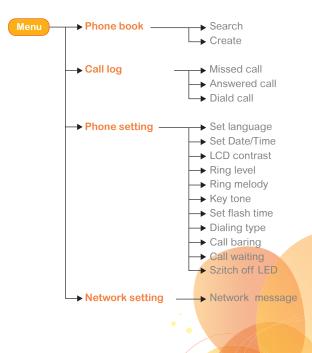
To access the menu Phone setting / Ring melody:

- Press OK .
- Select Phone setting using ▲ or ▼. Press OK.
- Select Ring melody using ▲ or ▼. Press OK.
- Select your desired ring tone using keys ▲ or ▼.
 - Press OK to confirm the setting.
 - Press to cancel the setting and return to the previous menu.



See the menu summary below to familiarise yourself with all the features of your telephone.

Menu structure



TELEPHONE INSTALLATION AS A WALL UNIT



To set your phone to the wall, you will need two wall anchors and screws.

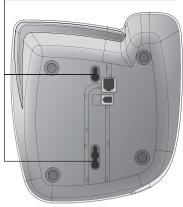
These are not included in the pack.

 Swivel the grip clip. This prevents the handset from falling off its base..



- · Mark the wall at the points where it is to be attached.
- Drill the holes in the wall at the points you have marked. Insert plugs into the holes if necessary.
- Hang the phone on the wall, align the wall grip slots with screws in the wall, and then fold down firmly.
- Position the phone so that it is safely secured.

Wall hanging slots



PHONE USE

TELEPHONING

Receiving a call

- · When a call is received, the phone rings.
- The call indicator flashes and the caller's phone number is displayed on the screen if you have subscribed to the "caller ID" service.

The caller's name may also be displayed if it is included in your phone book.

Accepting a call in handset mode

- Pick up the phone handset. The line indicator turns and the call time counter is displayed on the screen.
- To end the call, hang up the handset.

Take a call in speakerphone mode

- Press (without holding the handset). The symbol (and the call time counter are displayed on the screen.
- To end the call, press (4) again.

MAKING A CALL

The call can be made in two ways:

Making a call in handset mode

- Pick up the handset. The line indicator comes on in red.
 Dial your number on the keypad.
 The call time counter is displayed on the screen.
- To end the call, hang up the handset on the base or press.

Making a call in speakerphone mode

- Press (1) . The (1) symbol are displayed on the screen and the line indicator (2) comes on.
 Dial your number on the keypad. This is displayed on the screen.
- To end the call, hang up the handset on the base or press



You can also dial a number in pre-dialling mode, whether in handset or speakerphone mode: dial the number on the keypad and then lift the handset or press

If necessary, you can correct the number entered by pressing .

ENDING A CALL

When you have finished your call, press or hang up the handset on the base. The line indicator oges off.



The symbol disappears if you were in speakerphone mode.

DURING A CALL (ACCORDING TO YOUR OPERATOR)

Receiving a second call

During the call, a beep is transmitted to your telephone by your service provider to let you know that you have a second call waiting.

Press R then 2 to take this new call.

Your other caller is then put on hold and you can talk with your second caller.

Making a second call

During a call, you can put your contact on hold and call a second one by pressing R and dial the number using the keypad.

The second call is then launched, with the first call still on hold.

To alternate from one call to the other

To toggle from one call to the other, press (R) then 2.

The call in progress is put on hold, and you can then take the second call.

Ending one of the two calls

To end one call and continue with the other, press R then 1.

The call in progress is then permanently ended and you take the second call back.

To set up a 3 way-call (the two parties and yourself)

During a call, press \bigcirc R \bigcirc then 3.

You can then talk to both parties simultaneously. To end the 3 way-call, replace the handset.

REDIAL KEY FUNCTION

Press the **Bis** key to access the list of recently dialled calls, and then pick up the handset. The last number is then dialled.



If you want to make a call in speakerphone mode, press then press .

INSERT A PAUS

The pause time is 2.5s.

When entering the number, press (



to insert a pause.

SECRET MODE

During a call, you can switch to mute mode and your phone's microphone will be muted. The person you are on line with can no longer hear vou.

To activate secret mode:

During a call, press Secret.

Mute message will appear on the screen, your contact can no longer hear you.

To deactivate secret mode:

Press Secret again.

Mute message will appear on the screen. Your correspondent will be able to hear you again.

HANDS-FREE

If you want to phone in speakerphone mode, do not lift the handset, but press the base (4) key. The caller can then be heard through the loudspeaker and you speak into the microphone at lower right of your telephone.

You finish the conversation by once again pressing the key (◀))



When you call in hands-free, you can increase or decrease the audio volume using the volume control button ___

DIAL ONE OF THE LAST NUMBERS DIALLED

Your C120 ECO stores the last 25 numbers dialled:

- Go to Call log / Answered call.
- Select the number you want to call. Press OK.
- · A screen message will invite you to call the number. Press OK

The number is dialled automatically in speakerphone mode.



PHONEBOOK

You can store up to 80 entries in your phonebook, and each entry can contain 16 digits and a name of 16 letters maximum.

CREATING AN ENTRY

To enter a text, repeatedly press the required key to display the desired letter.

- · Go to Phonebook / Create.
- Enter the name of your contact using the alphanumeric keys.
 Press OK.
- Select an icon for this number to specify the type of number.
 Press OK . The name and number are then stored in your phone book.

EDITING AN ENTRY

Go to Phonebook / Search.

Press keys ▲ or ▼ to select the contact you want to change.

Press OK.

A message will invite you to call the contact.

Select Edit? using ▲ or ▼. Press OK.

- Use the key and the alphanumeric keys to correct the name.
- After correcting, press the key OK.
- After correcting, press the key OK.
 The contact is modified in your phonebook.

DELETING AN ENTRY FROM YOUR PHONEBOOK

- · Go to the menu Phonebook / Search.
- Press keys ▲ or ▼ to select the contact you want to delete.
 Press the key OK .
- Select **Delete?** using keys ▲ or ▼. Press the key OK.
 The contact is modified in your directory.



To delete all the contacts, select Delete all?.

CALLING USING THE PHONEBOOK

- · Go to Phonebook / Search.
- Press keys ▲ or ▼ to select the contact you want to call.

Press OK.

· A message will invite you to call your contact.

Press the key OK.

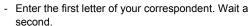
The number is automatically dialled in speakerphone mode.

You can access the phonebook menu by pressing the

key o



To do a refined search:



- The phonebook will search the list for the name that is closest to this letter.
- Use keys ▲ and ▼ to select the exact entry.

CALL LOG

Caller identification is a service that requires prior registration with your operator.

DISPLAY OF NUMBERS NOT AVAILABLE

Unavailable: you are not in same area as your contact.
Private: Your contact does not want their number to be displayed.

LIST OF MISSED CALLS

If you received calls during your absence, they will be recorded in the list of missed calls.

The indicator **\[
\text{\congrue} \text{\congrue} \text{winks and the call counter displays the number of missed and non-consulted calls (example: "TOTAL 05 New 02").

To access the list of missed calls directly, press key ▲ or ▼ . The most recent call is displayed.

If this number is in your phonebook, the name and number will appear on the screen. Otherwise, only the number is displayed.

Press key ▲ or ▼ to consult the other calls.

VIEWING THE RECEIVED CALL LOG

If you have subscribed to the service "Display of number" the calls received will be recorded in the list of calls received (maximum of 20 latest numbers).

To see the received call log list:

- Go to Call log / Answered call.
 The most recent call is displayed. The date and time of the call are displayed for each call.
- Press key ▲ or ▼ to consult the other calls.

ADDING A CONTACT FROM THE LIST OF CALLS

- Select the number that you want to add to the phonebook from the list of missed/received/sent calls. Press the key
- Select To phonebook?. Press the key OK.
- Enterthe name using the alphanumeric keys.

 Press the key OK.
- Press the key OK to confirm the number.
 The name and number will then be recorded in your phonebook.

DELETING NUMBERS FROM THE LIST OF CALLS

- Select the number that you want to delete from the list of missed/received/sent calls. Press the key OK.
- Select Delete? Press the key OK.
 The number is deleted from the list of calls.



To delete all the contacts, select Delete all?.

MAKING A CALL FROM THE LIST OF CALLS

- Select the number that you want to call from the list of missed/ received/sent calls. Press the key OK.
- A message will invite you to call the selected number.
 Press the key OK .

The number is automatically dialled in hands-free mode.

TELEPHONE SETTINGS

MODIFYING THE TELEPHONE LANGUE

- Go to Phone setting / Set language.
- A liste of language is dislayed. Using the ▲ or ▼ keys, select the telephone's language. Press . ○K

MODIFYING THE DATE AND TIME

Modifying the time

- · Go to Phone setting / Set Date/Time / Set time.
- The current time and date are displayed on the screen.
 The setting to be modified (hour then minute) winks, press key
 ▲ or ▼ to set the required time; then press the key
 to confirm and go on to the next setting.

Modifying the date

Go to Phone setting / Set Date/Time / Setdate.

The current time and date are displayed on the screen.

The setting to be modified (month then day) winks, press keyto set the required time; then press the key ▲ or ▼ to set the required time; then press the key ✓ oк to confirm and go on to the next setting.

Setting the time format

- Go to Phone setting / Set Date/Time / Time format.
- The time format in use is displayed on the screen. Press keys
 ▲ or ▼ to modify it (12 hour / 24 hour clock).



If you use the 12 hour clock, the icon **AM** or **PM** is displayed on the screen.

Setting the date format

- Go to Phone setting / Set Date/Time / Date format.
- The time format in use is displayed on the screen. Press key

 or ▼ to modify it (MM/DD or DD/MM).

ADJUSTING THE CONTRAST

Do this if you cannot read the screen display.

- Go to Phone setting / LCD Contraste.
- Select the level of contrast you want using the keys ▲ or ▼.
- When the required level is obtained, press OK to confirm

ADJUSTING THE VOLUME OF THE RING TONE

- Go to Phone setting / Ring level.
- Adjust the volume level (High / Medium / Low / Off) using keys



When you activate the silence mode, there is no particular icon displayed on the telephone screen.

MODIFYING THE RING TONE

- Go to Phone setting / Ring melody.
- 8 ring tones are available. Select a ring tone using keys ▲ or ▼ . Press OK to confirm.

ACTIVATING / DEACTIVATING KEY BEEPS

- Go to Phone setting / Key tone.
- Modify the setting using keys ▲ or ▼.
 Press OK pour valider.

MODIFYING THE FLASH DURATION (KEY «R»)

If you connect your telephone to a private automatic branch exchange, or if you have an enquiry call service (operator service), you may have to modify the duration of the flash, which is set to 250 milliseconds by default.

If you have to modify the duration of flashing, proceed as follows:

- · Go to Phone setting / Set flash time.
- Select your desired flash duration using keys ▲ or ▼.
 The duration is modified directly on the screen.
 Press the key OK to confirm.

MODIFYING THE DIALLING MODE

If your telephone is connected to an old PABX, you may have to modify the dialling mode.



The default dialling mode is tone.

- Go to Phone setting / Dialing type.
- Modify the dialling mode using keys
 or ▼.
 Press ok to confirm.

DEFINING FORBIDDEN PREFIXES - CALL BARRING

You can prohibit the use of certain prefixes on your telephone. When a prefix is forbidden, it becomes impossible to call numbers that begin by this prefix.



Depending on the programmed prefixes, certain numbers will no longer be accessible. For example, if you programmed 06 as a forbidden prefix, it will not be possible to call a number that begins by 06.

Modifying the base code

The access code is used to prevent forbidden prefixes from being modified.

- Go to Phone setting / Call barring / Modify code.
- Enter the old base code using the keypad (**0000** par défaut).
- Enter the new base code using the keypad, this must contain 4 digits. Press

Setting forbidden prefixes

You can set 5 forbidden prefixes.

- Go to Call barring / Barring Number.
- Enter the access code. Press OK.

To create or modify a prefix:

- Select an empty location or a prefix to be modified using keys
 - ▲ or ▼. Press OK.
- Enter the prefix using the keyboard. Press OK.
- Press C to quit the menu.

To delete a prefix:

- Select the prefix to be modified using keys ▲ or ▼.
 Press < OK >.
- Delete the prefix using the key ______.
- Once the digits are deleted, press OK.
- Press to quit the menu.

ENQUIRY CALL

This function enables second call detection to be activated or deactivated during a call. Unless you are subscribed to the "Notify 2nd call" service and "Number display" service, there is no reason to activate this function.

- · Go to Phone setting / Call waiting.
- Modify the setting using keys ▲ or ▼.
 Press OK to confirm.

SWITCHING OFF THE LED

With this menu you can switch off the event indicator light

- Go to Phone setting / Switch off LED.
- Press OK to confirm.

GÉRER LES NUMÉROS EN MÉMOIRE

With your telephone you can record the numbers of people you call regularly and whom you want to contact rapidly.

You can memorise a rapid access number using the rapid memory key (0) and up to 9 numbers on the keys (0) and 2 to 9).

Rapid memory keys

Store a number in memory

- Press
 — then enter the number to be stored.
- Select the memory key (or or you want to program the number on.

After a few seconds, the telephone reverts to the standby screen: the number is now programmed in the memory key (M1) or (M2).



To change the number stored on a memory key M_1 or M_2 , save the new number directly on the memory key in question.

Calling a stored number

- Pick up the phone; you should hear a dial tone.
- Press the memory button (M1 or M2) on which the number was recorded.
- The phone number is dialled automatically.

<u>OR</u>

- Press (4)). The phone goes into speakerphone mode.
- · Leave the handset on its base.
- Press the memory button (M1 Or M2) on which the number was recorded; the number is dialled automatically.

Checking a stored number

If you want to check which number was recorded on the rapid memory key or or was:

- From the standby screen, press the memory key that you want to confirm.
- The number programmed on that key is displayed on the screen.

Keyboard memory keys

Store a number in memory

- Select the memory key then select the keypad key (2 ~9) you want to program the number on.

After a few seconds, the telephone reverts to the standby screen: the number is now programmed in the selected memory key .

Repeat the operation to record a rapid access number on another key.



To change the number stored on a memory key, save the new number directly on the memory key in question.

Calling a stored number

- · Pick up the phone; you should hear a dial tone.
- Press the memory button Mn then hold down the keypad key (2 ~ 9) on which the number was recorded.
- · The phone number is dialled automatically.

<u>OR</u>

- Press (1) . The phone goes into speakerphone mode.
- · Leave the handset on its base.
- Press the memory button hen hold down the keypad key (2 ~ 9) on which the number was recorded.
 The phone number is dialled automatically.

Checking a stored number

If you want to check which number was recorded on one of the memory keys:

- From the standby screen, press the memory key
 mn
 then press the key (0 or 2-9).
- The number programmed on that key is displayed on the screen

NETWORK SETTINGS (ACCORDING TO OPERATOR)

VOICE MAIL NUMBER

With this menu you can set your voice mail number on line.

- Press Network setting / Network Message.
- Press OK to access the screen for entering the voice mail number.
- Enter the number using the alphanumeric keys.
 If you make a mistake, use the key to delete the number digit by digit.
- When you have finished, press OK to confirm the number

APPENDIX

CARE AND MAINTENANCE

Turn off your phone. Use a soft damp cloth to wipe it. Do not use a dry cloth, strong liquid detergents, thinners, alcohol or any other type of solvent to clean your phone. These products may damage your phone.

PROBLEMS

Refer to the table presented below in case of an operational malfunction:

1	Problems	Possible causes	Remedies
You are having trouble reading or cannot read the display.		g Contrast too low.	Increase the contrast level (See "Adjusting the contrast", page 20.).
		Phone wall use: incorrectly attached. The display is incorrectly tilted the phone has not been installed in the correct position.	
	No display on the base scree	n. Power line disconnected.	Check the power connection to the phone. Each time you connect to the phone line, you have to wait 1 minute for the screen to come on.
	No tone.	The phone jack is not connected or is incorrectly connected.	Check the phone cable connection to the wall outlet (See "Adjusting the contrast", page 20.). Make sure you have a dialling tone.

The phone does not ring when	There is no ring tone volume	Increase the ring tone volume (See "Adjusting the contrast",
a call is received.	(set to OFF).	page 20.).
	The line cord is unplugged.	Check the connection of the telephone cable to the wall socket(See "Adjusting the contrast", page 20.). Check that you have a tone.
Your party cannot hear you.		Turn off the mute mode (microphone cut off) by pressing the key Secret .
You obtain a "busy" dial tone		Set the flashing time (See "Modifying the flash duration
for each dialled number.	flashing time.	(Key «R»)", page 21.).
		Contact your operator to get them to provide you with the right time.
		Switch off the indicator manually using the menu "Switch off
indicator continues	Inave been read may not reach the	LED " (See "Switching off the LED", page 23.).
to wink after all the voice	telephone because of a network error.	
messages have been read.	01101.	

CHARACTERISTICS

Required environmental conditions for use:

Relative humidity (maximum) - 5°C to 55°C 20% to 75%

Authorised storage temperature -10°C to +60°C.

Technical characteristics

Support format DTMF

Type of dialling keypad or voice

Flashing 250 ms Pause 2,5 s

Dimensions

- Handset: 180 x 50 x 30 mm (l x L x h)

- Base : 210 x 180 x 52 mm (l x L x h)

Weight 520 grammes

LED flashing frequency

- Non-consulted missed calls /

Message signal 120 ms LED on / 4 s LED off

- Forward call active: 500 ms LED on, 500 ms LED off

- Telephone rings with incoming call: 250 ms LED on, 250 ms LED off

ENVIRONMENT

Environmental protection and sustainable development is an important priority for SAGEMCOM. SAGEMCOM has a policy of using environmentally- friendly systems and makes environmental protection an essential part of the life-cycle of its products – from the manufacturing, to the installation, operation and disposal.

PACKAGING



The logo (green point) on the packaging means that a fee is paid to an authorised national organisation to improve packaging recycling and the recycling infrastructure. Follow the local sorting regulations for this type of waste product in order to improve recycling.

BATTERIES AND RECHARGEABLE BATTERIES

If your product contains batteries or rechargeable batteries, they must be disposed of at the designated collection points.

THE PRODUCT



The crossed out dustbin displayed on the product signifies that it belongs to the electrical and electronic equipment group.

The European regulations request you to carry out your own selective recycling collection at :

- the sales outlet when you buy a similar new device.
- the collection points available in your area (recycling centres, sorting points, etc).

This means you participate in the recycling and valorisation of used electric and electronic goods which would otherwise have a negative impact on the environment and health.

GUARANTEE

TERMS AND CONDITIONS FOR UNITED KINGDOM & IRELAND ONLY

In order to apply the guarantee, you should contact the SAGEMCOM Helpdesk or the retailer where you purchased the equipment. Proof of purchase will be required in either case.

Please make sure that you use your equipment only for the purpose for which it was designed and under normal usage conditions.

SAGEMCOM do not accept any liability for the equipment if used outside the frame of its original designed purpose or any consequence that may arise from this usage.

Should any malfunction arise, the SAGEMCOM Helpdesk or your retailer will advise you how to proceed.

A) General Guarantee conditions

SAGEMCOM undertakes to remedy by repair or exchange at its own convenience, free of charge for labour and replacement parts, any defects in the equipment during the guarantee period of 12 (twelve) months or 3 (three) months for accessories, from the date of original invoice of the Equipment, where those defects are a result of faulty workmanship.

Unless the customer has concluded with SAGEMCOM a maintenance contract in respect of the equipment which specifically provides for repairs to be carried out at the customer's premises, the repairs will not be carried out on the equipment at the customer premises.

The customer must however return the defective equipment at his/her own expense, to the address supplied by the SAGEMCOM Helpdesk or by the retailer.

In the case that a product needs to be sent in for a repair, it must always be accompanied by a proof of purchase (which is not altered, written on or in any way made illegible) showing that the product is still under guarantee. In the case that no proof of purchase is enclosed, the SAGEMCOM repair centre will use the production date as its reference for establishing the guarantee status of the product.

Apart from all legal obligatory rules, SAGEMCOM, do not give any Guarantee, either implicit or explicit which is not set force in the present section, and can not be held responsible for any direct or indirect, material or immaterial damage, either in or out of the frame of the present guarantee.

If any provision of this guarantee shall be held to be in whole or in part invalid or illegal due to an obligatory rule applicable to consumers pursuant to their national legislation, such invalidity or illegality shall not impair or affect the remaining provisions or parts of this guarantee.

This guarantee does not affect the Customer statutory rights.

B) Exclusions From Guarantee

SAGEMCOM shall have no liability under the guarantee in respect of:

- Damage, defects, breakdown or malfunction due to one or more of the following:
 - Failure to properly follow the installation process and instructions for use
 - An external cause to the equipment (including but not limited to: lightening, fire, shock, vandalism, inappropriate conditions of electrical network or water damage of any nature)
 - Modifications made without the written approval of SAGEMCOM
 - Unsuitable operating conditions, particularly of temperature and humidity
 - Repair or maintenance of the equipment by persons not authorised by SAGEMCOM
- Wear and tear from normal daily use of the equipment and its accessories
- Damage due to insufficient or bad packaging of equipment when returned to SAGEMCOM
- Usage of new versions of software without the previous approval of SAGEMCOM
- Work on any equipment or software modified or added without the prior written consent of SAGEMCOM
- Malfunctions not resulting from the Equipment or from software installed in user workstations for the purpose of use of the equipment.

Communication problems related to an unsuitable environment including:

- Problems related to access and/or connection to the Internet such as interruptions by access networks or malfunction of the line used by the subscriber or his correspondent
- Transmission faults (for example poor geographical coverage by radio and TV transmitters, interference or poor line quality)
- Local network faults (wiring, servers, workstations) or the failure of the transmission network (such as but not limited to interferences, fault or poor quality of the network)
- Modification of the parameters of the cellular or broadcast network carried out after the sale of the Product

- Normal servicing (as defined in the user guide supplied with the equipment) as well as malfunctioning due to servicing not being carried out. Servicing costs are in any event always borne by the customer.
- Malfunctions resulting from the usage of products, consumables or accessories not compatible with the equipment.

C) Out of Guarantee Repairs

In the cases set forth in B) as well as after expiry of the guarantee period, the customer must ask the Authorised SAGEMCOM Repair Centre for a cost estimation prior to work being carried out.

In such cases, the repair and delivery costs will be invoiced to the customer.

The foregoing shall apply unless otherwise agreed in writing with the customer and only for the United Kingdom and Ireland.



TERMS AND CONDITIONS FOR OTHER COUNTRIES

If, despite our best efforts, your product presents any defects, you should refer to your retailer and present the proof of purchase that they gave you on the day of purchase.

Should any malfunctioning arise, the retailer will advise you what to do.

For the warranty to apply, you should ensure that the product was used in accordance with the instructions for use and the purpose for use, and that you have at your disposal the sales invoice or receipt stating the date of purchase, the name of the retailer, the reference and the serial number of the product.

No coverage shall be given under this warranty if the following conditions are applicable:

- The required documents have been modified or altered in order to take advantage of the warranty.
- The manufacturing numbers, product brands or labels have been altered or made illegible.
- Interventions on the product have been made by an unauthorized person.
- The product has been subjected to abnormal or improper use.
- The product has been damaged by external factors such as lightning, over-voltage, moisture, accidental damage, improper care as well as all Acts of God.

This present warranty does not affect the consumer rights that you may have under the laws in effect in your country.

Important:

Should you return the product to the after-sales department, please ensure that you return as well all the elements and accessories originally supplied with the product.

Sagemcom Broadband SAS

250, route de l'Empereur - 92848 Rueil-Malmaison cedex - France Tél. +33(0)1 57 61 10 00 - Fax : +33(0)1 57 61 10 01 www.sagemcom.com